

PERIOD ENDING 6/30/24					2022		2023		2024			Avg	
CATHOLIC CHARITIES AGENCY PERFORMANCE DASHBOARD	Measure	Frequency of Report	Bench mark	Percentage of files reviewed to achieve 95% confidence level	7/1/22-9/30/22	10/1/22-12/31/22	1/1/23-3/31/23	4/1/23-6/30/23	7/1/23-9/30/23	10/1/23-12/31/23	1/1/24-3/31/24		4/1/24-6/30/24
Program: Intact Family services													
Total clients served 2022=207													
Initial Service plan completed on time	DCFS Dashboard	Quarterly	90%	100%	100%	**100%	98%	*100%	*100%	*100%	100%	*84%	**98%
IP child/worker during assessment	DCFS Dashboard	Quarterly	90%	100%	82%	**86%	*86%	*86%	*84%	*80%	*84%	*88%	*86%
Supervision Monthly	Utilization/Peer reviews	Quarterly	90%	47%	96%	*96%	100%	*100%	*83%	100%	100%	91%	96%
Family remains intact throughout	DCFS Dashboard	Quarterly	90%	100%	90%	**88%	*90%	86%	**88%	86%	79%	**88%	87%
Professional Counseling Solutions													
Total clients served 2022=154													
T. Plan complete/15 days of Assesment	Utilization/Peer reviews	Quarterly	90%	55%	78%	96%	*100%		44%	92%	*100%	*100%	87%
Client report: understands prob better	Client Survey/Likert	Quarterly	μ>4.0	100%	4.7	4.3	4	3.8	4	4	4.5	4	4.2
Client reports coping w/ prob better	Client survey/Likert	Quarterly	μ>4.0	100%	4.2	3.3	4	3.7	4	4	4	3.5	3.9
Elderly Guardianship													
Total clients served 2022=													
Assessment complete w/ 30 days	UR/peer file review	Quarterly	90%	89%	100%		100%	100%	100%	100%	100%	100%	100%
Faith in Action													
Total clients served in 2022=144													
Service plan completed w/in 90days	UR/peer file review	Quarterly	90%	61%	100%	100%	75%	98%		100%	100%	100%	96%
Meals on Wheels													
Total surveys sent in 2022=358													
Time/day meal delivered satisfactory	Client Survey	Annually		>good				95%					95%
MedAssist													
clients served 2022=													
Prescriptions secured	Agency data base	Annually	90%	100%		99%		99%		87%		99%	96%
St. Anne Residence													
Tenant capacity=24													
Lease agreement	Utilization Review	Annually	90%	10%	100%			100%			100%		100%
Health Connect													
Clients served 2023 =17													
Patient reports they now have a PCP	Client Survey/Likert	Quarterly	90%	^	100%	100%	100%		100%	100%		100%	100%
Financial													
Quarterly reports													
Days of Operating Cash	Accounting Reports	Quarterly	Yes or I		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Personnel													
Employee Turnover	Personnel report	Bi-annually	<20%	100%		**39%		*25%		**44%		*22%	**42%
Monthly Personnel file reviews	UR/peer file review	Quarterly	90%	100%									
Number of accidents	Risk Man. Report	Quarterly	<prev qtr	100%	5	7	6	2	5	7	6	7	6

Corrective action may be needed Agency does not track quarterly

Below average performance/performance review indicated No reviews performed/no info

Good performance/above Agency benchmark of 90%

**Cummulative/calendar year(s)
 *Cummulative fiscal year
 ^ # of Survey's vary

